

MEMORANDUM

11/27/2012

TO: Diane Jones, Director, Department of Permitting Services
Patrick Lacefield, Director, Office of Public Information
FROM: CountyStat
SUBJECT: DPS and MC311

The following items were identified for follow-up during the 11/27/2012 CountyStat meeting:

CountyStat will review DPS and MC311's transition to using tier-two call takers at a future session once training is completed.

Responsible parties: CountyStat
Other parties involved: none
Deadline: 11/27/2013

DPS will work with CountyStat to devise new headline performance measures to include interim progress toward improving ISO standards, quality of service provision, an environmental measure, and a disaggregation of permitting time-frame to better capture time permit is within the control of the department.

Responsible parties: DPS
Other parties involved: CountyStat
Deadline: 2/27/2013

DPS and MC311 will devise strategies to reduce call volumes for certain customer request types.

Responsible parties: DPS
Other parties involved: MC311
Deadline: 2/27/2013

cc: Timothy Firestine, Chief Administrative Officer
Fariba Kassiri, Assistant Chief Administrative Officer